

Alexandre Picard-Lemieux

Software Engineering Manager

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References available upon request

Education

2016–Today **MBA, Strategic project management**, Université Laval, Québec.

2014–2016 **B.A.Sc. Computer Science**, Université Laval, Québec.

2011–2014 **Degree**, Cégep Garneau, Québec.

Specialization in management IT

Program completed on a work-study basis

Work Experience

2022–Today **Software Engineering Manager**, TICKETMASTER, Québec.

In this role, I was in charge of a team of 8 engineers that were responsible of the TM1 Core platform. We are responsible of the key components that powers multiple teams accross Ticketmaster. **Here are the things that we are responsible:**

- Transport and delivery
 - API Gateway
 - CDN
 - GraphQL Federation
 - etc.
- Provisioning
 - Merged 45 applications/components/widget into one TM1 experience for clients
 - Global Datastore
 - Translations
- Developer Tooling
- Observability & Reliability

Completed project:

- Migration of all logs into one centralized place
- GraphQL foundations, enabling readiness
- Produce Technical assessment for Production Readiness
- Migration to a new Identity Provider Platform
- Put in place the next gen Provisioning of the platform
- Add multi tenant datastore

2019–2022 **Lead Site Reliability Engineer**, TICKETMASTER, Québec.

In this role, I lead the practice of SRE for everything related to entry of events at Ticketmaster. Define good practices and put them in place. Offer services to help product teams spend more time on features. Put in place resilience mechanisms.

Completed project:

- Evaluation to change our database responsible of Safetix so that our system is more available and reliable throughout the world.
- Creation of a Kubernetes Operator for managing how to easily handle integratio of logs into a search system.
- Creation of a report showing the next numbers of entries possible for next week.
- Reduce toil by automation of multiple manual processes.
- Creation of a system for generating reports for the Safetix.

- 2019–2021 **Senior Software Developer**, TICKETMASTER, Québec.
 In this role, I led a group of developers in the TM1 platform team. TM1 is Ticketmaster's B2B platform. We were responsible for the global and core components of the platform. Our goal was to deliver to the product teams a solution that can simplify their journey of adding more features in their component.
- Completed project:**
- Implementation of an API gateway to replace old components
 - Emulation of old functionality to smooth the transition of our new components
 - Implementation of a log system
 - Development of the microfrontend strategy.
 - Creation of a reusable web component to display a client's events.
- 2016–2019 **Software Developer**, TICKETMASTER, Québec.
- Development of a smart pricing tool when building an event.
 - Development of the digital ticket on iOS and Android.
 - Development of the Event management application.
 - Migration of an application from Onprem to the cloud using Terraform, AWS.
- 2014–2016 **Software Developer**, PROMUTUEL INSURANCE, Québec.
- Application Support team using Java, Java EE, Javascript, JQuery and Gosu.
 - Development of a web application for the call center using Java and Spring MVC
 - Development of a web application for the accounting system
- 2013–2014 **IT Support Agent and Operator**, PROMUTUEL INSURANCE, Québec.
- Offer first layer technical support
 - Maintenance and Operations on servers

AWARDS

2015 Finalist - Pierre Ardouin

COMPUTER SKILLS

IaC Terraform, Pulumi, Ansible
 Languages Java, Golang, Typescript/Javascript, Python, C++, Rust
 Database MySQL, Oracle, ScyllaDB, PostgreSQL, DynamoDB, Opensearch
 Messaging Kafka, SQS, RabbitMQ
 Cloud AWS, GCP, Cloudstack

LANGUAGES

French	Advance	<i>Native</i>
English	Advance	<i>Fluent</i>

INTERESTS

- Platform Engineering	- Reliability
- Distributed System	- Solving Problems
- Learning new thing	- Football
- Hockey	- Soccer